



## TERMS & CONDITIONS PAGE 1

**These are the terms and conditions that apply to your booking for the Global Energy Drum & Bass Weekender 2012. It is important that you read and fully understand them as by making a booking you signify that you agree to them. In these terms and conditions certain words have a defined meaning and these are outlined below**

**'you'** – The lead booker

**'us', 'our' or 'we'** – Sidewinder Events Ltd

**These terms and conditions are subject to English Law, unless otherwise agreed in writing. Should any term be found to be unenforceable this does not affect any of the other terms and conditions, which remain in force.**

### **THE CONTRACT**

The contract takes effect when you confirm and make a full or partial payment for your booking. The contract lasts until you and your party leave the event. A contract will come into existence between you and us when:

- We tell you on the telephone or online over the internet that your booking is confirmed, or
- We accept your deposit payment either online, over the telephone or by any other accepted method of payment.

The contract binds you and the members of your party. It is the lead bookers responsibility to ensure that all members of the party accept the terms & conditions of booking and the provisions contained in these Terms & Conditions. Failure to disclose all relevant information or comply with these terms may lead to termination of the contract and loss of the booking.

### **WHAT WE NEED TO KNOW**

- Your name & address
- The names and addresses of all members of your party
- Whether any of your party has restricted mobility or access requirements – see Disabled guests section

Please note that only the guests listed on the confirmation of booking may occupy the accommodation. If any other person/persons are found in occupation we will terminate the contract. The guests and the unauthorised person(s) will be asked to leave immediately and refunds will not be given.



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### **YOUR RESERVATION**

Depending on the time of booking, it may be possible to only pay a £50.00 deposit per person – the remaining balance will then be due by Sunday 11<sup>th</sup> March 2012. Alternatively, full payment can be made at the time of booking.

When you receive your confirmation of booking e-mail please contact us via telephone on 08712 377 877 or via <http://www.globalenergyweekender.com/helpdesk/> if any of the details shown are incorrect. Corrections to misspelt names will be carried out free of charge before Sunday 11<sup>th</sup> March 2012.

### **ROOM/ACCOMMODATION TYPES**

Accommodation is split across Lodges, Villas, Apartments, Bungalows and Caravans. We will allocate accommodation in the order of booking so, the earlier you book, the better the accommodation you will receive inside your selected grade. Not all types of grades offer all types of accommodation.

### **EZPAY**

EZPay enables you to make payments to your booking when it's convenient for you. Please be aware that each EZPay payment will have a 4% fee added to it to cover our costs in providing you with the service.

### **CONTACTING US**

Calls to us are charged at 10p per minute from a BT Landline. Other networks and mobiles may vary and could be higher. Calls may be recorded or monitored for quality control purposes.

### **COMMUNICATING WITH YOU**

All communication will be with the group leader either via e-mail or post to the addresses you give us when you book. All communication will be deemed to be received by you one working day after it has been sent. It is therefore important that you keep us informed of any changes to your addresses.

### **IF YOU CANCEL YOUR BOOKING/PART OF YOUR BOOKING**

Once you have made a booking it is not possible to receive a refund of any monies paid. There may be limited exceptions to this clause, which will be at our sole discretion, for instances such as death or serious illness. These cases will be decided on a case by case basis and in all cases our decision will be final.



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Should you only need to cancel part of your booking, for example one person in your booking needs to pull out, then we will attempt to assist you by moving you to a smaller room, if available. Should a smaller room not be available then your group will be responsible for meeting the full cost of the room booked, including for the person who has cancelled.

### **CHANGING YOUR BOOKING**

If you wish to change the name of a person on your booking, please call us on 08712 377 877. Name changes can be carried out up to and including Sunday 11<sup>th</sup> March 2012 for a fee of £10 per change, which must be paid at the time of the change via credit or debit card. After this, changes will need to be made on-site at a cost of £20 per name. You will not be able to check-in to your accommodation or collect your wristbands if the people at check-in don't match the names on your booking.

### **ADDING TO YOUR BOOKING**

If at any time (Before 11<sup>th</sup> March) you wish to add people to your booking, please call us on 08712 377 877. Providing we have a larger room available your group will be upgraded and the extra person will be added. Please have a debit or credit card to hand when you call to pay the deposit or full payment for the new person. If you wish to upgrade between 11<sup>th</sup> March and 16<sup>th</sup> March please still call us on 08712 377 877 but be aware that we will require full payment for the new person at the time of your call. We are unable to upgrade groups on site.

### **SLEEPING BAG SPACES**

If a larger room is unavailable on-site we may still be able to accommodate you by offering a Sleeping Bag Space. This allows an extra person to stay in your room, however, please be aware that a bed may not be provided for this person or they may have to sleep on a sofa bed or bunk bed. The fee payable for a Sleeping Bag Space is the same as the normal package price booked.

### **IF WE MAKE MAJOR ALTERATIONS TO YOUR BOOKING**

We try very hard to provide all facilities and entertainment, as advertised on our website and event flyer. It may, however, be necessary to make some alterations in advance of the event. If such a change is necessary we will endeavour to advise you in writing as soon as possible. See options listed below. Please see next section for minor or last minute alterations.



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You will have the following options if we make a major change to your booking:

- Accept the alternative arrangement as notified to you and receive a 10% refund of any money you have paid, or
- Cancel your booking and receive a full refund (less booking fees and payment surcharges)

### **MINOR ALTERATIONS**

Alterations such as the withdrawal of certain amenities, facilities, activities and entertainment may be made by us for reasons beyond our control without any obligation or liability. The advertised line-up is correct at the time of going to press and may be subject to change. Your ticket is to the event and not for a particular artist or attraction.

### **FORCE MAJURE**

If something changes due to Force Majeure (meaning circumstances beyond our control) including (but not limited to): industrial disputes, natural disasters, fire, technical problems, bad weather and acts of god we cannot be held responsible

### **LIMITATION OF LIABILITY**

We accept responsibility only for those arrangements that are within our control but cannot accept any liability for any injury, loss or damage suffered by any of your party unless one of the following applies:

- There is wilful default by us, our employees or agents, or
- Death or personal injury was caused by the negligence of us, our employees or agents

For all claims (except death or personal injury caused by the negligence of us, our employees or agents) that arise from the non-performance or improper performance of terms in our contract, we may at our absolute discretion pay compensation that is reasonable in all circumstances.

### **PRICING**

We guarantee that the price shown or advised to you when you book will be the total price you pay, unless you change the details of your booking or make use of EZPay. Please note that all prices shown are inclusive of VAT at the prevailing rate.

The pricing for this event is per person, subject to the stated capacity of the room booked being met. Should the stated room capacity not be met then the remaining guests will be liable for meeting the full cost of the room. Guests who upgrade to VVIP will be guaranteed 'Exclusive' accommodation



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and those upgrading to VIP will be guaranteed 'Gold' accommodation. If the booking is not upgraded to VVIP or VIP, no specific grade or type of accommodation can be confirmed and units will be allocated based on party size and availability.

### SEARCHES

Please note that it is a condition of entry to this event that your vehicle, personal possessions and accommodation may be searched at any time. You may also be asked to consent to a body search at any time. You have a right to refuse these searches but, in this case, your contract will be ended, you will be removed from site and no refund will be available.

### ARRIVAL & DEPARTURE TIMES

Site arrival and departure times are shown in the table below

	<b>Bronze</b>	<b>Silver</b>	<b>VIP Gold</b>	<b>VVIP Exclusive</b>
<b>Arrival</b>	15:00	14:00	13:00	13:00
<b>Departure (Sunday)</b>	12:00	13:00	14:00	14:00
<b>Departure (Monday)</b>	11:00	12:00	13:00	13:00

This is a ticketless event – once full payment for your booking has been made, the group leader will receive a confirmation letter via email which you must print and bring to site with you. If you have not received this email by Sunday 11<sup>th</sup> March, please contact us. You must have the confirmation letter in order to check-in to the event.

On departure we ask that you vacate your room or pitch by the time shown in the table above. You will be unable to check out until your room or pitch has been checked by site staff/cleaners so please ensure it is checked before you attempt to leave the site. It is your responsibility to get your room/pitch checked. Please ensure it is clean and tidy and that you have packed all of your belongings before you get your room/pitch checked. Once it has been checked you will need to remove your belongings and the door will be locked by staff (if applicable) and the key withheld. You will need to proceed to the reception with your signed check sheet that will be issued to you by the staff who have checked your chalet room/pitch.

Deposits will be refunded should there be no damages caused. Any damages will be charged as per the costs schedule displayed in your accommodation upon check in. Total damage costs will be charged against the entire group and not to an individual. Once you have your check sheet we will be unable to allow you re-entry to your room/pitch so please ensure you have all your belongings.



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### **CHECK IN DEPOSIT**

It is important that all of the group members on each booking check-in at the same time. We are unable to process partial group check-ins. Upon check-in a deposit of £75.00 (For VVIP Exclusive) or £30.00 (For VIP or Silver Guests) or £50.00 (For Bronze Guests) per person in cash is required against chalet or site damage.

The deposit will be returned providing there is no damage caused. We cannot issue keys or wristbands unless the whole group is present and the whole damage deposit is paid.

In the event that we, in our sole opinion, feel that you have NOT left your accommodation exactly as you found it you will be subject to a charge for any cleaning or repairs necessary. Should the damage deposit held by us not sufficiently cover any damage to your chalet, you will be expected to pay the remaining balance before leaving site. Should this not be done, we reserve the right to invoice you for the damage, plus a £50 administration fee.

It is your responsibility to report any damages in your accommodation upon arrival to reception; otherwise you will be held liable.

### **APARTMENT ELECTRICITY & GAS**

All accommodation is supplied with all Electricity and Gas free of charge. Both Gas and Electricity can be dangerous – if you have any problems with them in your accommodation please contact reception immediately.

### **WRISTBANDS**

This event will be operating a colour-coded wristband system. Please do not attempt to enter areas your wristband isn't authorised for, or attempt to stay longer than you have paid for as you will be removed from the site. You must wear your wristband at all times. Should your wristband come off or become damaged please take it to reception where a replacement will be provided at a cost of £10. To get a replacement you must bring the booking confirmation letter and photo ID to the reception desk. You will not be allowed to enter any of the arenas without a wristband so please look after it. If you lose your wristband, there will be a charge of £115 for a replacement.

### **MINIMUM AGE REQUIREMENT**

This event is strictly for guests over the age of 18. All guests are required to have proof of ID when arriving on site. Please note that for VVIP Exclusive accommodation the minimum age limit is 25 years old.



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Proof of age – this will be asked for when checking in or buying alcohol on site. ONLY PHOTOGRAPHIC ID WILL BE ACCEPTED (Passport or Photo Driving Licence). DO NOT COME TO THE SITE WITHOUT ID as entry will be refused and refunds will not be given if you are unable to prove your age.

### **ADMISSION TO SITE**

We reserve the right to refuse admission to the site or arenas at any point, and at our sole discretion. In the event that you are refused admission for any reason, including (but not limited to): intoxication, inappropriate behaviour or on the advice of Security, Police or any other recognised body we regret that refunds will not be available.

### **PETS**

Pets are not permitted. Assistance dogs are accepted by prior arrangement. We reserve the right to refuse any animal which is considered to be dangerous.

### **HEALTH & SAFETY**

Contagious Diseases – should anyone be diagnosed or suspected of having a contagious disease which has the potential to infect a large number of people in a short period of time then they will be asked to leave the resort. If this is not possible, restrictions will be placed upon them to prevent the virus being transmitted to other guests. Please note that we are unable to offer refunds in such circumstances and we recommend you take out insurance to include sickness cover.

### **DISABLED GUESTS**

If you have any special requirements or a member of your party has restricted mobility or access requirements please let us know at the time of booking. We will do our best to meet these requirements but advise they cannot always be guaranteed. If your special request is a necessity for you to be able to attend please contact us prior to making your booking. There are a limited number of units which have been modified for disabled guests and facilities do vary. It is therefore advisable to check the suitability of our accommodation prior to booking by calling the helpline. They will need to know the following information:

- The number of disabled people in your party and a brief description of any special requirements they have
- Details of the size and weight of any wheelchairs used. Please state if the wheelchair is motorised
- Whether there are any medical requirements which cannot be provided by members of your party. We will then be able to assess whether our on-site medical facilities will be able to meet your needs



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- Details of any special storage requirements for equipment or drugs, as storage space in some of our accommodation units may be limited. Also, the resort Fire Officer is required to advise the local fire authority of where items such as oxygen cylinders are stored.

Without these details it is not possible for us to guarantee that suitable accommodation will be available. In which case, regrettably, we will be unable to accept the booking. We should also point out that for safety reasons certain venues within the resort may not be accessible for guests using wheelchairs, so please check when you book.

### **NOISE ON SITE**

Please note that there may be a noise curfew on site in the accommodation areas to prevent causing disturbance to residents living around the site. If you are identified as causing excessive noise you will receive one warning to observe the curfew. If you persist in making noise any noise making equipment will be confiscated by security until your departure from the event. Persistent noise making may see your group removed from the site and refunds will not be available.

### **UPDATES TO TERMS AND CONDITIONS**

These terms & conditions can be updated at any time. In the event of them being updated they will be published on our website at [www.globalenergyweekender.com](http://www.globalenergyweekender.com). It is your responsibility to ensure that you have the current copy of them at all times and that all group members are aware of their contents. We cannot be held responsible if you do not have the latest copy. In the event of a major change, and at our sole discretion, you will receive an e-mail notifying you of the update.

### **IF YOU HAVE A COMMENT**

If you are dissatisfied with any aspect of this event, in the first instance, please speak to a member of our event staff team, located in the reception area. They will endeavour to help you immediately so that you can enjoy the rest of the event.

If at the end of the event, you feel that we have not dealt with your complaint satisfactorily, please write to us, no later than 28 days after the end of the event. You will find the address on page 11.

We are only able to take action on any complaints which are first brought to the attention of the event staff team whilst you are on-site and secondly received in writing within 28 days, unless there are exceptional circumstances.



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### GENERAL

Please show consideration to other guests and our staff at all times and treat the facilities with respect. Offensive or illegal behaviour and excessive noise will not be tolerated. If guests fail to comply with these rules, their contracts may be terminated and they and their party will be asked to leave the resort immediately (refunds will not be given).

You will be asked to leave the site if we have a reasonable suspicion that you or any member of your group has committed or intends to commit an offence.

We reserve the right to require you to be interviewed by us to enable us to look into instances of damage or nuisance to property or guests. Any person who refuses to comply without a reasonable excuse will be treated as having terminated their contract. They and their party will be asked to leave immediately and refunds will not be given.

Please treat your accommodation with care & respect. It will be inspected at the end of the event. You will be held responsible for any damage caused during your stay. Damage to the accommodation may also result in the termination of your contract with no compensation. On departure, please leave the accommodation in a clean and tidy condition. Please check the accommodation carefully prior to departure as we do not accept liability for any items left behind upon departure. We reserve the right to charge you during or after your stay for any loss or damage to our property. We also reserve the right to enter accommodation at any time and for any reason to ensure the safety and well-being of our guests.

Guests are advised not to bring privately owned electrical equipment onto the resort. However, if they choose to do so, they use the equipment at their own risk.

Please be aware that some of our entertainment shows use strobe lighting, dry ice and laser.

The availability of some outdoor facilities and entertainment may be affected by adverse weather conditions.

No video cameras, professional photo cameras and/or recording devices are permitted into the venue at night without prior written consent.

Fireworks or flammable liquids will be confiscated upon discovery. Any use of fireworks or flammable liquids will result in immediate removal from the site. This includes flammable Poi

Whilst we allow unlimited amounts of food to be brought onto site we will only allow unopened packages. Your alcohol allowance must be brought onto site in unopened bottles/cans



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If your conduct, or that anyone in your party, is detrimental to the smooth running of the event we reserve the right to remove you and/or the rest of your party from the site without reason and without refund.

### **ALCOHOL ALLOWANCE**

Each attendee is entitled to bring the following with them for their personal use providing it is in sealed bottles/cans. Either:

- 36 Bottles/Cans of Beer, Cider or Alcopops
- 3 Litres of Spirits
- 3 Bottles of Wine

Any excess alcohol discovered upon entry will have to be disposed of before you are allowed on site.

### **DRUG POLICY**

We operate a zero tolerance policy to all illegal substances. Anyone found to be in possession of any suspected illegal or controlled substance risk arrest and prosecution. Furthermore you will be banned from all our future events. For clarity, both Nitrous Oxide and "Poppers" are considered illegal substances.

### **HOLIDAY INSURANCE**

We strongly recommend you to take out personal insurance to cover you for all eventualities which may occur during your stay and to cover any medical reason you may have to cancel your booking.

### **FILMING & PHOTOGRAPHY**

Due to the popularity of the event, it will be recorded for future TV/DVD and/or internet usage. Please ensure that you are aware of the positioning of the cameras at all times. We will not accept responsibility if, contrary to your wishes, you appear on film or in photographs.

### **GUEST SERVICES**

Guest Services is located at the reception area in the main facilities building. Opening hours will be published at the event.



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**LICENCED COMPANY ADDRESS & INFORMATION (Please do not send correspondence to this address)**

Sidewinder Events Limited  
265 Bedford Road  
KEMPSTON  
MK42 8BS

Company Number: 06378342  
VAT Number: 924 7353 16

**CORRESPONDENCE ADDRESS**

Global Energy Weekender  
1 Lady's Lane  
Northampton  
NN1 3AH

Tel: 08712 377 877

Website: <http://www.globalenergyweekender.com>

Helpdesk: <http://www.globalenergyweekender.com/helpdesk/>